

The Human Touch

utah department of
human services



October 2005

Number 4

Director's Message



ABOVE & BEYOND

By: Lisa-Michele Church, Executive Director

Our Department performed very well when the Hurricane Katrina evacuees arrived in Utah. Thank you for all of your efforts to meet the evacuees' needs promptly and professionally. You really went beyond the call of duty and showed your commitment. We staffed up at Camp Williams with a daily mental health/substance abuse clinic (thanks USH and SAMH!), a youth outreach effort (thanks DCFS and JJS!), services to the aging (thanks DAAS!) and services to persons with disabilities (thanks USDC and DSPD!). It was an outstanding job of showing just what level of excellence our Department is capable of when called upon to help. We all know that we do this every day in Utah, but it was nice to show the Governor, the National Guard, other Cabinet members, the press and the people of Louisiana just how effective we are!

There have been many successes recently in DHS and I am proud to be talking about them everywhere I go. The Division of Aging and Adult Services is embarking on an ambitious program to educate about Medicare Part D. The Division of Child and Family Services recently passed its Title IV-E audit with flying colors. The Division of Services for People with Disabilities is working creatively with legislators to address service needs. The Division of Juvenile Justice Services is moving full steam ahead to improve programs for female youth offenders and is also looking into better ways to serve our Hispanic

population. These are just a few examples of the good news we should all be talking about.

I notice that we are working more collaboratively together as a Department. Please help me continue to identify areas where we can work across divisions and offices to provide better services. Let's look at things like our assessment tools and compare them to what is being done in other divisions. Let's work with groups such as Licensing or Contracts and help them establish consistent approaches and philosophies that work for all of us. I know that "one size" doesn't necessarily fit all, but there is a lot we can learn from each other.

This issue of the Human Touch launches a new look and feel. **Thank you** to the new Human Touch Crew. This newsletter will be issued the 20th of each month by the team as a key communication tool for our department. We will recognize the good work of DHS employees. Your ideas and feedback are invited and welcomed by the team.

Finally, I would like to welcome Lori Gawf, our new Director for Office of Public Guardian. Lori comes to us with a strong background in management and human services issues and she will contribute a great deal to the important work of OPG.

Keep up the good work!



~ TRY THIS TIP ~

"Tell them you want good news first."

Start a staff meeting by asking employees to share something good that happened to them in the last week, either personally or professionally. It's a great way to set a positive tone for your meeting – and it helps build teamwork and a sense of belonging. Of course, don't forget to verbally praise the great work.

Taken from A Carrot A Day, a daily dose of RECOGNITION for your employees. By Adrian Gostick and Chester Elton, Gibbs Smith, Publisher, Salt Lake City 2004



Your "Human Touch" Crew

By: Donna L. Russell, EDO Program Manager



(left to right – Catherine Taylor, Kay Harrison, Liz Sollis, Pam Poulson, Chuck Diviney, Donna Russell, Jay Jensen)

The "Human Touch Crew" is working together to tell the DHS story! Do you recognize team members? The "Crew" is anxious to hear from you, please contact your division or office representative. The "Crew" is looking for additional representatives, interested? Do you have successes to share? Is there a conference or training other DHS employees would benefit knowing about? The "Crew" is ready for your stories, ideas and feedback. Do you want to join the "Human Touch Crew" – Call Donna.

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EMPLOYEE OF THE YEAR

By: Donna L. Russell
EDO Program Manager

Kathy Ferreira is the State of Utah, 2005 Outstanding State Employee! Kathy was honored by Lt. Governor Gary Herbert in July 2005. Kathy is a Psychiatric Technician and Unit Clerk at the Utah State Hospital.



(Kathy Ferreira & Lt. Governor Gary Herbert)

The award nomination described Kathy, "She sees obstacles as a challenge, rather than an excuse. She is a self-starter who applies constructive intellect and high energy to begin a task. One such accomplishment was creation of a schedule for the South West Unit at the Utah State Hospital. This was a challenging assignment due to the number of groups outside and inside the Unit. She not only created a schedule, she created a computerized schedule that automatically changes individual schedules, auxiliary programs and the Unit master schedule when a change occurs in any of them. With no formalized computer training, this is truly extraordinary."

CONGRATULATIONS Kathy! The Department of Human Services is honored to have the 2005 Outstanding State Employee in our department.

NEW HUMAN RESOURCES TRAINING WEBSITE

By: Jay Jensen, Human Resources Specialist



Now, you never have to miss another training class again! The Office of Human Resources has a new website at www.hshr.utah.gov. The site provides DHS employees and supervisors up to date information about training courses available.

- ★ Learn what courses are required for supervisors and new employees.
- ★ Obtain a description of each course offered.
- ★ Find out when trainings are scheduled.
- ★ Register for your classes online.
- ★ Find out about OHR media services available.
- ★ Access links to OHR/DHS policies and other state agencies and services.
- ★ Get directions how to find the DHS Administration Building.
- ★ Obtain parking passes to attend training at the DHS Administration Building!



“DILIGENCE PAYS OFF!”



DCFS Passes Federal Review with Flying Colors!

By: Cosette Mills, Federal Revenue Manager

DCFS passes the Federal Title IV-E review for the second consecutive time! Excellent preparation by the DCFS eligibility and revenue teams made it possible to finish the review a day and a half before the scheduled completion.

September 12-15, 2005, seven Federal reviewers from Washington, D.C. and Colorado joined a seven-member DCFS review team to evaluate Utah's compliance with Title IV-E Foster Care Eligibility requirements. The sample consisted of 80 foster care cases from throughout the State, with only one error case out of the 80 reviewed. Previously, DCFS passed the 2002 review with just three errors.

The lead Federal reviewer, one of the Children's Bureau directors in Washington, D.C., said that he specifically chose to participate in the Utah review. He indicated that reviewing work in Utah is uplifting and helps him feel confident that the vision for good child welfare practice is achievable.

Thanks to the eligibility workers, revenue team members, caseworkers, supervisors, and legal partners for diligent, ongoing efforts to ensure DCFS complies with Federal requirements. Funding received through the eligibility process is critical in order to serve children and families. Thanks also to administration for your support.



DSPD Awarded Waiver

By: Dr. Chuck Bruder, DSPD Program Manager

The Division of Services for People with Disabilities (DSPD) is delighted with approval of the important five year renewal application of the Home and Community Based Services (HCBS) waiver for people with mental retardation and other related conditions. DSPD staff have worked almost continuously for nine months on the renewal application. Vigorous and at times, lively negotiations between the Division, the Department and their colleagues from Centers for Medicare & Medicaid Services (CMS) resulted in the new and robust waiver announced by Lisa-Michele Church, the Department's Executive Director.

"Folks in Utah can be proud of the new waiver produced by DSPD on behalf of ALL Utahns with disabilities," said Church, after meeting with DSPD's director, Dr. George Kelner. Kelner explained the new waiver underscores the Division's commitment to provide the highest quality and most comprehensive services, while maintaining the most diligent stewardship of the public dollar. "It's a new day in human services, one that requires new visions in the provision of services to our neighbors in need, while keeping a close eye on the contributions we all make through our tax dollars." said Kelner.

The waiver will serve over 4,050 Utahns with mental retardation and other related conditions. The estimated total budget during the first year is over \$112 million, nearly \$80 million of which comes from Federal funds. Kelner described the new waiver as "a material enhancement and improvement over the services the Division previously offered under preceding waivers." He explained that the waiver program permits the expenditure of Federal Medicaid dollars to support needy Utahns with mental retardation and other related conditions while they receive supports and services within their homes and communities rather than requiring them to seek these supports only when residing in nursing home, away from their loved ones. "We've had to rethink the way that we do things, in response to the same re-thinking that the Federal government is undertaking, but we've all come out the winner through this process. Most importantly, the citizens of Utah have come out the winner by being able to offer these high quality services to its folks with needs" said Kelner as he strode off with a glint in his eye, to meet this new challenge with the team work of all the DSPD staff!



RESILIENT YOUTH

By: Lisa Schauerhamer, JJS Program Manager

Ron Harrell, Program Administrator, Division of Juvenile Justice Services and Newton Gborway, CPS Investigator, Division of Child and Family Services partnered and reached out to youth staying at Camp Williams in a successful cross-division effort. The basketball court and soccer fields proved to be great vehicles for working together and creating relationships with the youth!

Newton worked every day with kids and families at Camp Williams, reassuring them that they would feel welcome in Utah schools and communities. Through sports and his own experiences, Newton was able to get the kids to express their concerns so he could help them. Newton helped reunite relatives and tackled the toughest assignments quickly and professionally with a smile!

Harrell said, "This is a resilient people, most are happy with the help here at Camp Williams. There is a lot of excited energy. Most of the people took advantage of the help provided. The myth that most of the people that came to Camp Williams were low functioning and poor wasn't true. Most were functioning people that had jobs and homes. Eighty percent of the people left before Katrina hit; 20% were in limbo and thought that they could ride out the storm, had no means to leave or made the choice to stay. They found that after Katrina it was OK, some damage, but the trouble came when the levee broke and the floods came. That was when it got bad! The evacuation became difficult and in many cases impossible."

Harrell has a way about him that attracts people. He can walk around and say, "What's up? or How are you?, What do you need?" People respond. Harrell commented "I was able to develop a trust with a couple of men that stayed around to help me know the needs of the people, like so and so hasn't filled out his housing paper work etc., then I could get with them and walk them through the process. I was able to use my transitional expertise, helping give direction not just to the youth but also to all other age groups." "The set up has been great and smooth, says Harrell. It was well organized and the communication between agencies has been great."

"The most rewarding part of being at Camp Williams was engaging with people, giving support and direction. Newton and I were able to tell the youth, that Utah people are really caring people. We told them we were ready before we were called." Says Harrell. After about a week the people from Katrina came back to Ron and Newton saying, "You are right about the people."

SENIOR ART CONTEST

By Chuck Diviney, DAAS - APS Clinical Trainer

Hello all! I am excited to be writing my first article for the Human Touch Newsletter. The highlight of my article is on the Senior Art Contest. I am always jealous of those who are so artistic, especially since I can barely even draw a stick figure, and that is even challenging to me.

The Department of Human Services sponsored this contest and was happy to have 23 entries from seniors around the State. The art submitted (paintings, lacework, and woodwork) has been on display for some time at the DHS Administrative Building (120 North 200 West). The idea behind the contest came from Lisa-Michele Church, Executive Director of the Department of Human Services. Her idea is to promote each of the agencies and the communities that they serve, as well as to spruce up the hallways here at the DHS Building. The art has brought color and brightness into the building! This contest is the first of more to come, including art contests with the youth, people with disabilities, and children.

SO, DRUM ROLL PLEASE. . . .



Grand Prize: Mountain Serenity, by Bev Strand

1st Place: The Harvest, by Verl Mumford

2nd Place: Crocheted Table Cloth, by Vera Mainor

3rd Place: European Village, by Eunice Harvey

4th Place: The Homestead, by Irene Mumford

Special Recognition Awards are:

Utah Arts Council

The Harvest, by Verl Mumford

Board of Aging & Adult Services

The Homestead, by Irene Mumford

Human Services Employee

The Homestead, by Irene Mumford

Published by the Utah Department of Human Services
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Edited by Donna L. Russell
Lay-Out by Jody Talbot
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